INVITATION TO TENDER

**LANGUAGE & INTEGRATION PROGRAMME FOR
HONG KONG BN(O) MIGRANTS IN SCOTLAND**

About this document

COSLA is inviting tenders for projects delivering ESOL (English for Speakers of Other Languages) support to Hong Kong British Nationals (Overseas) (BN(O)) migrants living in Scotland. This will support the strategic objectives of the Hong Kong Welcome Programme in Scotland in the third year of delivery.

Invitations to tender are being offered to interested parties with a track record of ESOL delivery – particularly for Hong Kong migrants – in Scotland. We are especially interested in projects that integrate ESOL with employability support, as these challenges are strongly linked.

The closing date for submissions is 17:00 on 06/10/2023. After this point we will review bids and make a swift decision.

Any questions about the tender should be submitted by 17:00 on 22/09/2023. The answer to all questions received will be shared with all those who have been invited to tender or expressed an interest.

Contact: hongkongBNO@cosla.gov.uk.

Background

COSLA has received grant funding from the Department for Levelling up, Housing, and Communities (DLUHC) to facilitate the integration and welcome of British National (Overseas) visa holders from Hong Kong.

More information on the Hong Kong BN(O) visa route can be found on our online Welcome Hub on the following pages:
- Political Background & Policy Context
- The Rights & Entitlements of Hongkongers
- Information on Local Authority Provision of ESOL for Hongkongers
- Language

In Year 2, we ran a Pilot ESOL & Employment Programme of support, which successfully led to around 300 Hongkongers receiving in-depth support across Scotland. Three projects were selected working across Edinburgh and the Lothians, Glasgow, and East Renfrewshire, with online delivery available for Hongkongers living outwith these areas.

Purpose of ESOL Support

In Year 3 of the Welcome Programme, COSLA is looking to commission further projects to ensure Hongkongers can access bespoke and targeted ESOL support immediately upon arrival, helping them to access employment and integrate fully into their communities.

As with Year 2 projects, your project should seek to support between 50-100 people over a period of 6-9 months, although this number could be lower depending on the intensity and/or duration of the intended support and your organisational capabilities.

We are willing to consider any combination of the following, in line with your organisational capabilities:

- Online or in-person classes.
- Accredited or non-accredited classes.
- Formal courses or casual, conversation-based sessions.
- Individual or family learning.
- Projects aimed at certain local authorities, or those aiming to deliver across larger regions or nationally.
- Courses for elementary, intermediate, or advanced-level learners.
- Courses focusing purely on ESOL or courses that adopt a more holistic approach (ESOL in conjunction with employment or other integration support).

Projects should run with minimal involvement from the Welcome Hub and be able to connect with potential learners in a self-sufficient manner. Engagement and outreach strategies should be clearly evidenced in the proposal.

We are open to multiple organisations **submitting a collective bid**, provided they can evidence that this partnership has a successful track record of delivering ESOL and/or integration support for migrants.

Location of Support

Although we are open to submissions from organisations operating across Scotland we are especially interested in bids targeting the following areas, which tend to have a higher rate of Hongkongers settling:
- Edinburgh
- Glasgow
- Midlothian
- East Renfrewshire
- West Lothian
- Aberdeen

Where in person attendance can be supported, we would expect bids to incorporate a degree of in-person (or hybrid) delivery.

Outreach & Promotion Strategy

In the previous year of the programme, the Welcome Hub was able to support projects in reaching out to the Hong Kong community in Scotland. For the upcoming round of projects, we are looking for providers to contact potential learners independently of the Welcome Hub and to take ownership of engaging with their local Hong Kong community.

Each application should include a robust promotion and engagement strategy that makes reference to how Hongkongers will be contacted, and by which methods, with a timeline, including contingencies.

The responsibility for reaching and engaging potential learners rests solely with the supplier.

Outputs and Deliverables

We expect that ESOL projects should deliver the following:

1. A concrete programme of support with defined outcomes. An example could be supporting 50 learners to improve English and access the job market or setting up a weekly conversational class with an attendance of 15 Hongkongers. Projects will be evaluated against these outcomes.
2. An engagement / awareness plan for promoting the service and connecting with potential learners.
3. Brief monthly reports on progress, uptake of the service, key challenges / learnings, and recommendations for improving the service / support in future. This should include regular meetings with COSLA officers, particularly at the beginning stages of the project.
4. Identifying Hongkongers that are either destitute or at risk of destitution and, where appropriate, with their consent referring them on for specialised immigration advice, around a Change of Conditions application. We have an established partnership with the International Organization for Migration (IOM) who provide this service, with a specific focus on Hong Kong BN(O) migrants.
5. Connecting Hongkongers with other forms of support – either available through the Welcome Hub or other local organisations – that might be of benefit.

It is anticipated that this support will also reduce existing pressures on Local Authority ESOL provision.

Timeline

Work on the project should begin as soon as possible, with the set-up phase ideally commencing in early to mid-November. Projects should run until the end of July 2024 and may be extended beyond this date, subject to continued funding.

The below outlines the timeline for the application, selection, and delivery periods:

August 31 2023 – October 6 2023: Call for Submissions
October 2024: Decisions made and contracts issued
November 2023: Projects commence
July 2024: Projects complete

Budget

Each project can apply for a maximum amount of £60,000; there is no minimum amount that can be applied for.

Please note that projects are assessed on value for money, rather than total cost.

We would ask that submissions clearly outline the total cost, a breakdown of costs, and note roughly how much the outlined support will cost per individual.

Key Risks and Responsibilities

The tenderer should provide a risk register in their response, highlighting:

1. the risks associated with their proposal;
2. the likelihood of them occurring;
3. the impact they will have if they do happen;
4. and mitigation and recovery activities.

This register should be maintained and updated throughout the delivery of the project.

The risk register should include and expand on the issues below, as well as including other relevant risks:

- Risk of not obtaining timely contact with clients.
- Risks relating to equalities issues.
- Risks associated with project timeline.
- Risk relating to staffing

Data Protection Assurance

Given Hongkongers' concern around the use of their data, organisations interested in applying for this fund will need to submit a completed Data Protection Assurance as part of their application. This form will be a key part of the assessment process.

Contract Management

The contract will be managed by a COSLA officer from the Migration, Population and Diversity Team. COSLA will agree sign off on the scope, delivery, and timelines of the project.

End of contract and exit arrangements

The contract will end upon completion of the outlined support and once a final summary report has been submitted outlining the impact of the service, the key challenges and learnings, and identifying areas for future support. We are particularly interested in case studies that show the user journey through the service, and how the support makes a tangible difference to people's lives.

All projects must be completed by July 31, 2024.

The contractor will be required to destroy all personal data associated with the contract either immediately following the end of the contract, or after a period to be agreed on appointment at the inception meeting and recorded in the data protection schedule.

Possible Extensions to Contract

The Welcome Hub reserves the right to offer extensions to selected projects to deliver additional work. Any possible extensions will be discussed and agreed in writing with project leads.

Decision on tendering

The evaluation of received tenders will be undertaken by a panel of COSLA officers on the basis of the following weighted criteria:
- Quality of bid (80%)
    - Clarity of project plan – including user journey and outreach / engagement strategy (20%)
    - Potential Impact of project (15%)
    - Previous track record of delivering similar, migrant-facing service – ideally for Hongkongers (15%)
    - Ability to deliver within timescales (10%)
    - Consideration of risks involved (10%)
    - Data Protection Assurance (10%)
- Value for money (20%)

If appropriate, COSLA may schedule a meeting with tendering parties to further discuss their project plan and proposal.

Response to invitation to tender

The response to this invitation should, as a guide, comprise between four and six pages, and should include as a minimum the following:

Section	Notes	Word Count
Key information	Name of the project Lead contact and a finance contact	
Project plan & timeline	The project plan should include: • The scope of support • Key objectives and outcomes • A project timeline • An overview of the user journey, from start to finish • A brief outreach and engagement strategy for engaging with the Hong Kong community. If incorporating employability support, please address this directly in this section.	600 words max.
Impact of Project	Please be as specific as possible (i.e. x Hongkongers supported into work with English language support).	200 words max.
Costs	A breakdown of costs, including the total cost for the project, and roughly how much the outlined support will cost per individual	
Background & Experience	• Background on the organisation(s) making the tender, • A breakdown of staff and/or partners involved in the work, • Any previous experience delivering similar work, • Evidence of working successfully to a tight deadline	300 words max.
Finances	The following information should be included: • The organisation's financial position. • Summary of income and expenditure. • Key known organisational risks.	
Project Risk Register	The risk register should include relevant risks associated with the project, their likelihood of happening, potential impact and mitigation activities (see above under 'Key Risks and Responsibilities').	
Data Protection Assurance	A completed Data Protection Assurance Form should be submitted.	

The tender should be submitted to hongkongBNO@cosla.gov.uk by 17:00 on 06/10/2023. Further inquiries should also be directed to the above email address before 22/09/2023.